

APPENDIX G

PERFORMANCE WORK STATEMENT FOR PACKING, CONTAINERIZATION AND LOCAL DRAYAGE OF DIRECT PROCUREMENT METHOD (DPM) PERSONAL PROPERTY SHIPMENTS

PART I - DESCRIPTION OF SERVICES

A. SCOPE OF WORK

The contractor will furnish all personnel, equipment, facilities, supplies, services and materials, except as specified herein as government-furnished, for the preparation of personal property of Department of Defense personnel for shipment and/or storage and related services through the DPM. Work to be performed will be those services in the Schedules awarded to the contractor as outlined in individual Contract Line Item Number (CLIN) items. Tasks by type of move are reflected in Table G-1. Task/Type of Move Matrix, showing which tasks normally apply to each type of move. Specific requirements for each task are described below. If specific instructions or requirements are not provided, commercial standards of services and best business practices are acceptable.

Table G-1. Task/Type of Move Matrix

Task	Local Move	Outbound Household Goods	Outbound Unaccompanied Baggage	Inbound House Hold Goods	Inbound Unaccompanied Baggage
Premove Survey	X	X			
Weighing	X	X	X	X	X
Time Requirements	X	X	X	X	X
Preparation, Packing, Loading, and Containerization	X	X	X		
Tagging, Inventorying, and Packing List	X	X	X		
Appliance Servicing and Unservicing	X	X	X	X	X
Containers and Vehicles	X	X	X	X	X
Marking Exterior Shipping Containers		X	X		
Storage		X	X	X	X
Unpacking/Unloading and Loss and Damage Reports	X			X	X
Documentation	X	X	X	X	X
Reports		X	X	X	X

1. Premove Survey. The contractor will determine the nature of personal property offered for shipment either by physical inspection or telephone survey with the member/employee. The survey will be conducted at a time and date mutually agreed upon between the contractor and the member/employee. Any pack/pickup date changes will be coordinated with the ordering officer.

2. Weighing.

- a. The gross, tare, and net weight of all shipments will be determined through the use of scales properly certified by a state inspector of weights and measures in accordance with (IAW) the regulations of the state or district having legal jurisdiction over the scales. Personnel designated to operate the scales will be licensed or otherwise qualified as weigh masters if required by the state, commonwealth, or district. When a metric scale is utilized, the contractor will use 1 kilogram per 2.2 pounds for conversion.
- b. The contractor will submit weight tickets, reflecting gross, tare, and net weight, in duplicate, properly certified IAW federal, state, and commonwealth or district regulations to the ordering officer with documentation (Contract Data Requirements List (CDRL) 0002).
- c. When scales are not available or their use is not practical, the application of a constructive weight of seven pounds per cubic foot will be used provided prior written approval is obtained from the ordering officer. (See Paragraph A.2.d for constructive weight of professional books, papers, and equipment (PBP&E), (also known as PRO or PRO-Gear).
- d. When PBP&E are included as part of the shipment, the weight of each item individually described on the inventory will be entered on the same line of the inventory next to the description. The total weight of such articles will be annotated separately on the inventory and packing list. The PBP&E weight may be obtained using bathroom or platform type scales. If it is not possible or practical for the contractor to weigh the items at the time of packing and pickup, and there is no cube indicated on the inventory, a constructive weight of 40 pounds per cubic foot will be used for PBP&E.
- e. The weight tickets will contain the name and address of the weighing station, the date, name of contractor, van or trailer number, name of member/employee, call number assigned by the ordering officer, and signature of the weigh master.
- f. For inbound personal property, the contractor will bill on the origin net weights obtained from the Personal Property Government Bill of Lading/Bill of Lading (PPGBL/BL) or other movement document and need not submit a weight certificate, unless a reweigh is ordered. When a reweigh is ordered, the contractor will bill on the reweigh weight.
- g. If the PPGBL/BL, movement document, or container does not reflect the net weight for inbound shipments or if the PPGBL/BL is unavailable at the destination, the contractor will bill on the origin gross weights obtained from the PPGBL/BL, or other available sources, such as containers or supporting documentation. The contractor is required to use all means available (containers, supporting documentation) to obtain a net weight prior to submitting the bill. If the bill is submitted on the origin gross weight, the contractor is paid for the gross weight based on the net weight bid price.
- h. The contractor will perform reweigh services when ordered. The reweigh will normally be requested at the time the delivery order is placed and will be performed IAW instructions set forth in Paragraph A.2.a. When so advised by the ordering officer, a designated representative of the ordering officer or the member/employee will be permitted to accompany, in a separate conveyance, the contractor to witness the reweigh. This would be at no extra charge and the contractor would not provide the separate conveyance.

- i. When a reweigh is ordered, the contractor will furnish the ordering officer weight tickets in duplicate within seven workdays of completion of the service.
 - j. When the weighing of a shipment at origin is witnessed by the Personal Property Shipping Office (PPSO), the back of all copies of the weight ticket will be annotated with the statement "weight observed" and verified by the signature of the PPSO. The number 7 copy of the PPGBL/BL (property received copy) will be similarly annotated prior to mailing to the destination PPSO. When computer generated PPGBL/BLs are used, the copy going to the destination PPSO will be annotated.
 - k. Billing Procedures. For Continental United States (CONUS) activities, to include Hawaii and Alaska, shipments are payable on the basis of 100-pound minimum weight for unaccompanied baggage (UB) and a 500-pound minimum weight for household goods (HHG), net or gross weight, as indicated in the bid item. For overseas activities, excluding Hawaii and Alaska, shipments are payable on the actual net weight shipped.
 - l. Actual pieces, weight, and cube of UB shipments will be provided to the Transportation Office (TO)/PPSO prior to the issuance of the PPGBL/BL.
3. Time Requirements.
- a. The ordering officer will normally give the contractor notice to commence services ordered herein at least one full workday prior to the date specified. Oral orders will be confirmed in writing within two workdays following order acceptance by the contractor. The contractor will be available to receive orders between the hours 0800 and 1700. Upon request, the contractor will provide information as to whether the service will be performed between the hours of 0800 to 1200 hours or between the hours of 1200 to 1700 hours, based upon the best information available.
 - b. In unusual situations, it may be necessary for the ordering officer to direct performance of services at specified times or days. When services are ordered for other than normal duty days and hours, then overtime charges are applicable under Schedule I, Item 0014, Additional Services.
 - c. The contractor will not begin pickup or delivery services at a member/employee's residence before 0800 hours or after 1700 hours without prior approval of the ordering officer and the member/employee. The contractor will not begin any service that will not allow completion by 2100 hours without approval by the ordering officer and the member/employee by 1630 hours of the scheduled date. When services cannot be completed on the scheduled date, the contractor will notify the ordering officer and the member/employee. In case of an approved suspension of operations, the contractor will assure his/her return the next workday at 0800 hours to complete the services.
 - d. If containerization is ordered at the contractor's facility, the HHG or UB will be picked up on the date and within the hours specified. Unless a longer period is authorized by the ordering office, the maximum containerization time allowed at the contractor's facility will be three workdays following the specified pickup date for HHG and two workdays following the specified pickup date for UB.
 - e. The contractor will accept from commercial carriers and pickup from commercial, air, water, and military terminals inbound shipments of HHG or UB. The contractor will notify the

ordering officer upon arrival of a shipment but not later than 1200 hours of the next workday. Delivery will be affected within three workdays following the date of the contractor's arrival notification unless otherwise specified. For shipments in storage, the contractor will affect delivery to the residence within three workdays following notification for delivery by the ordering officer e.g., ordering officer calls on Monday, personal property will be delivered on or before Thursday. The contractor will not deviate from the specified delivery date unless approved by the ordering officer.

4. Preparation, Packing, Loading, and Containerization.

- a. Personal property will be prepared, packed, loaded, and containerized for all types of shipments destined for the CONUS or Outside CONUS (OCONUS). It is the contractor's responsibility to coordinate with the ordering officer container size and configuration for each mode of shipment prior to packing containers.
- b. The contractor will perform all preparation and packing in a manner requiring the least cubic measurement, producing packages that withstand normal movement without damage to the container or contents and at a minimum of weight. All shipments will be protected from the elements (rain, snow or sun) and theft at all times.
 - (1) Items of unusual nature may require disassembly service by a third party. The contractor will not arrange for third party servicing without the authorization of the ordering officer. The charges for third party service will be billed by the contractor as a separate charge on the invoice and supported with two copies of the third party Company's invoice. Examples of such items are: shrinks, wall units, grandfather clocks, and grand pianos.
 - (2) The contractor will not be required to disassemble swing sets, outdoor recreation equipment, television and radio antennas, and similar articles. The member/employee will disassemble these items. Items disassembled by the member/employee will be shown in the remarks section of the inventory as disassembled by the owner (DBO).
 - (3) Member/Employee Packed Items. Items already packed by the member/employee will be inspected and repacked by the contractor, with the exception of Schedule I, Item 0006, Outbound Service-Unaccompanied Baggage Packed by Member/Employee and Item 0007, Outbound Service-Unaccompanied Baggage Packed By Member/Employee-Consolidated Shipments/government Facility.
 - (4) Trunks and Footlockers. Trunks and footlockers may contain a properly packed quantity of HHG that is reasonable for the construction and condition of the container.
- c. When the ordering officer authorizes tailgating, the load will not extend beyond the surface of the tailgate or beyond the surface of the vehicle. The tailgated items will be protected from inclement weather by a suitable covering.

- d. Containerization. Containerization of outbound HHG and UB will be done at the member's/employee's residence, unless otherwise authorized by the ordering officer. The contractor will perform all exterior containerization services as prescribed in Paragraph A.7 for the type of articles, destination, and method of shipment designated by the ordering officer.
 - (1) Firearms. When firearms are included in containerized shipments, they will be placed in the number one container in such a manner to permit easy withdrawal for inspection. Model, serial number, and gauge of the firearm will be listed on the inventory form (See Paragraph A.5.c).
 - (2) Boats. Boats may include, but are not limited to, the following: canoes, skiffs, light rowboats, kayaks, and sailboats. The contractor will be required to accept a boat and/or boat trailer less than 14 feet in length or over 14 feet in length (member only) but less than 500 pounds in weight from a uniformed Service/Agency member/employee. Components and boat accessories that will not fit into a ASTM-D4169-01 or Military Traffic Management Command (MTMC) Pamphlet 55-12, Commercial Containers for Department of Defense Household Goods Shipments container will be containerized IAW ASTM-D6251. The member will be responsible for any special crating or materials needed to move the boat by DPM.
 - e. Security Seals. All exterior HHG/UB containers and boxes, including overflow and oversize boxes and rug tubes/cartons, will be sealed with accountable seals at the member's/employee's residence, unless otherwise authorized by the ordering officer. Sealing will be completed prior to any movement and the seal (control) numbers entered on the inventory, cross-referencing the container number. Two seals, as a minimum, for UB, will be used per box and seals will secure the access overlap top and ends. If only two seals out of a set of four are used, the seals not used will be destroyed at the time of sealing or given to the member/employee. Four seals, as a minimum, on HHG, will be used per box and seals will secure the access overlap door and side panels.
 - f. Removal of Debris. Packing and loading at the origin will include, as a minimum, removing from the member's/employee's residence all empty contractor-provided containers, packing materials, and other debris accumulated incident to packing and loading unless specifically waived by the member/employee in writing.
5. Tagging, Inventorying, and Packing List. The contractor, in coordination with the member/employee, will prepare an accurate, legible, HHG/UB descriptive inventory similar to Figure G1-1, Household Goods Descriptive Inventory. The contractor will count and examine all goods tendered for shipments, receipt for them, and make written exception for any goods not in apparent good order. All tagging will be accomplished prior to the removal of goods from the residence.
- a. Inventory Identification. Each carton will be marked to indicate the general contents and member's/employee's last name. Each carton will be tagged and inventoried as a separate inventory line item. Identify the cartons by type and cube with an indication of general contents, such as, linens, pots and pans, mirror carton, 3.5 cubic feet.
 - b. Inventory Symbols. The "Exception Symbols" and "Location Symbols," as shown in Figure G1-1, will be used to describe locations and exceptions. Locations and exceptions will be true and accurate. The omission of exception symbols will indicate good condition except for

normal wear. Describe in as much detail as possible items of furniture; for example, television sets will be identified as being either “color” (C) or “black and white” (B&W) and console or portable. The contractor will annotate on the inventory item(s) such as TVs, stereo components, computer hardware, VCRs, video cameras, by make, model, and serial number when these are visible on the outside of the item.

- c. Each privately owned firearm will be annotated on the inventory by make, model, caliber or gauge, and serial number.
- d. For PBP&E, ensure that the term “PRO-GEAR (PRO)” is used to identify such articles on the inventory, together with the cube and weight of the individual carton; a line entry item for each container, such as, carton PRO 3 cubic ft., 53 lbs. These items identified by the member/employee will be separated from other items of the shipment, weighed separately, and placed in separate boxes or cartons to provide safe transportation. The symbol PRO will be used. The total weight of the packed professional items will be recorded on the last page of the inventory and on the packing list for outbound HHG and UB shipments.
 - (1) For civilian employees, PBP&E includes an employee’s personally owned professional or specialized items and other materials used for official duty performance. PBP&E does not include sports equipment; office, household, or shop fixtures; or furniture e.g., bookcases, file cabinets, desks, and racks of any kind. PBP&E are HHG. If the PBP&E may cause an excess weight condition, PBP&E may be moved as an administrative expense, (See the Joint Travel Regulations, Paragraph C8120-C, Administrative Expense) as opposed to a HHG transportation expense, subject to the following conditions:
 - (2) The employee will furnish an itemized inventory of PBP&E for review by an official designated by the authorizing/order-issuing command, at the new permanent duty station (PDS);
 - (3) The employee will furnish evidence (as determined by the authorizing/order-issuing command) that transporting the itemized materials as part of the HHG results in a weight in excess of the maximum weight allowance; and
 - (4) An official designated by the authorizing/order-issuing command at the new PDS, will review and certify that the itemized PBP&E, are necessary for the proper performance of the employee’s duties at the new PDS, and that if these items are not transported to the new PDS, the same or similar items would have to be obtained (at government expense) for the employee’s use at the new PDS.
- e. Items disassembled by the contractor will be shown in the remarks section of the inventory as contractor disassembled (CD). Items disassembled by the member/employee will be shown in the remarks section of the inventory as DBO. When an article is packed in an original container furnished by the member/employee, the inventory will indicate the type of article and will be shown as “CP”, contractor packed.
- f. Motorcycles, mopeds, and motor scooters will be inventoried as one line item, listing their serial number, make, year, model, and odometer reading. For international shipments, ensure one copy of the title and/or registration are attached to all copies of the Government Bill of Lading (PPGBL/BL)/Commercial Bill of Lading/Transportation Control and Movement Document (TCMD). (NOTE: Motorcycles and mopeds that do not conform to vehicle

emissions standards and motor vehicle safety standards of the destination country cannot be shipped as part of a HHG shipment.)

- g. When the ordering officer permits the contractor to partially containerize a shipment at the warehouse, each item removed from the residence will be annotated on the inventory as containerized warehouse (CW).
- h. Inventory Form. The inventory form will bear the signature of the member/employee, and date signed, together with the signature of the contractor's representative and date signed certifying to its accuracy and completeness.
- i. The contractor will prepare the inventory in five copies for outbound HHG and UB shipments and in three copies for local drayage moves. The original and all copies will be legible and will bear the name and complete mailing address of the contractor. The original inventory will be furnished to the ordering officer, the contractor will retain one copy, and one copy will be given to the member/employee (CDRL 0003). For HHG and UB, the contractor will place in a waterproof envelope secured to the No. 1 container: one copy of the inventory; one copy of the DD Form 1299, Application for the Shipment and/or Storage of Personal Property (Figure 401-1), and if an overseas shipment, one copy of the member's/employee's orders and custom's document. Additionally, for HHG, the contractor will place an envelope containing the following documents in an easily accessible location inside the No. 1 container: one copy of the packing list and Exception Sheet for shipments released from nontemporary storage (NTS). For unaccompanied baggage shipments, the contractor will place one copy of the member's/employee's orders inside the carton prior to sealing. The member/employee will be required to furnish all necessary copies of their orders.
- j. Annotate the receiving document or inventory to show any overage, shortage, and damage found, including visible damage to external shipping containers and condition of security seals each time custody of the property changes from a storage contractor (warehouseman) to the contractor or from one contractor or carrier to another. When available, use the same inventory prepared at origin to verify delivery and condition of the articles at destination.
- k. Packing Lists. The packing list identified in Figure G1-2, Packing List of Household Goods, or a similar format, will be used. The contracting officer will advise the contractor as to the required packing list prior to the start date of the contract. The contractor will prepare a packing list at the time the goods are packed, noting the number of each piece, the weight, and the cubic measurement.
- l. Removal from NTS. When the personal property is to be removed from NTS, the contractor will obtain from the storage contractor two legible copies of the NTS inventory and in conjunction with the storage contractor, check each item of the storage lot IAW such inventory. If at the time each item is checked there is a difference in condition of the item from that listed on the NTS inventory, the contractor will prepare an Exception Sheet and such differing conditions will be noted thereon. When the contractor elects to make a new inventory, differences as to condition of individual items, as compared with the NTS inventory, will be shown on an Exception Sheet as described above. In the event the opinions of the contractor's representative and storage contractor's representative differ as to shortages and overages or condition of an item(s), both opinions will be listed on the Exception Sheet and separately identified as to the source. Both parties will sign and date the Exception Sheet, each retaining a legible copy for their respective files (CDRL 0004). Such an

Exception Sheet will remain an internal industry document. In the event a claim is filed, the contractor will provide legible copies of the Exception Sheet to the claims officer.

- (1) Preparation of Inventories. Inventories prepared on shipments released from NTS will indicate the same article identification and item number as on the NTS inventory or a cross-reference will be made on the new inventory indicating the item number and identification from the NTS inventory. The use of legible photo reproductions of the storage contractor's inventory in lieu of preparing a new inventory is permissible.
 - (2) Identify personal property by affixing a tag or tape to each article (not applicable to individual items in packing containers). Each shipment will be separately identified by lot number. Each article will be assigned a number that will correspond with the item number shown on the inventory form. The type of identification used and the method of affixing it to the article will be such as not to damage any article so identified.
 - (3) Identify items disassembled or serviced by contractor or by third party at origin and record such items in the remarks section of the inventory.
6. Appliance Servicing and Unservicing. The contractor will service and unservice appliances IAW manufacturer's specifications. If third party servicing or unservicing is required and approved by the ordering officer, the contractor will bill the services as prescribed in Paragraph A.4.b.(1).
7. Containers and Vehicles
 - a. Government-Owned Containers (GOCs). GOCs are containers constructed IAW Commercial Standard American Society for Testing and Materials (ASTM)-D4169-01, Standard Practice for Performance Testing of Shipping Containers and Systems. GOCs also include those containers listed in MTMC Pamphlet 55-12, those meeting ASTM-D6251, and wooden overflow and oversize containers purchased by the government or received by the contractor awarded the Schedule II, Inbound Services contract. GOCs will be used to the extent as they are available for Schedule I, Items 0001 through 0005, before using contractor-furnished containers.
 - (1) All GOCs and contractor-furnished containers will be free of defects (holes, loose or broken framing, missing skids, caulking repairs, or separated plywood). Unacceptable containers are those that have been extended to accommodate oversize or overflow items, any panel bowed or bulging beyond their normal conformity, those with deteriorated plywood (either rotted or delaminated), those caulked on outside seams or joints, and those patched without the use of caulking compound. Patches on the outside surfaces are not acceptable because they increase the overall dimension and are subject to being scraped off during handling. The floor will be solid and all skids installed and in sound condition.
 - b. Containers for articles such as large pieces of marble or glass table tops that require more protection than the standard packing techniques will be constructed IAW ASTM D6039/D6039M-02, Standard Specification for Crates, Wood, Open and Covered. These containers will be used for interior packing purposes.
 - c. Skids. Any container that will be handled with a forklift will be constructed with two or more skids. All wooden containers entering the Defense Transportation System (DTS) with a gross weight of 100 pounds or more or with length and width dimensions of 48 inches by 24

inches or more will be equipped with two skids of not less than a minimum of 3 inches high and 3 1/2 inches wide. Skid sizes will be IAW ASTM-D6251.

- d. Banding. Containers of plywood construction will be banded IAW Commercial Standard ASTM D3953-02, Standard Specification for Strapping, Flat Steel and Seals or of equal quality with nonmetal banding.
- e. Coopering of government-owned containers will be performed when authorized by the ordering officer. Patches will not increase the overall container dimensions. All repairs will be done prior to delivery to residence.
- f. Markings. The contractor will mark all government-owned containers by stenciling with letters at least one inch high. Freehand marking will not be used. Felt tip markers will not be used. All old shipment markings will be obliterated prior to delivery to residence. Each container will be stenciled with all required elements.
 - (1) Permanent markings on containers will be legible and conform to Commercial Standard ASTM-D4169-01 and MTMC Pamphlet 55-12. The following permanent markings will be stenciled in black letters 1 1/2 inches high, Figures G1-3, Location of Permanent Markings on ASTM-D4169-01 Wood HHG Box, and G1-4, Location of Permanent Markings on MIL-STD-1489 HHG Box:

On one side and one end:

USE NO HOOKS
STORE UNDER COVER
US PROPERTY
MTMC APPROVED

In the appropriate places:

CENTER OF BALANCE
LIFT HERE
FORKLIFT HERE

- (2) On Commercial Standard ASTM-D4169-01 and MTMC Pamphlet 55-12 containers, the following additional permanent markings will be stenciled on one side and one end toward the top of the container in black letters 2 inches high. The contractor will stencil the word "UP" with an arrow pointing to the top of the container. Then under "UP" on an orange background not to exceed 8 x 10 inches in black letters approximately 2 inches high, the contractor will stencil "DPM." The word "EXPEDITE" will be symmetrically spaced below in 1 1/2 inch high black letters. (See Figures G1-3 and G1-4.)
 - (3) Shipments identified as "BLUEBARK" will be stenciled in 1-inch letters with the code word BLUEBARK above the PPGBL/BL number.
 - (4) As a minimum, the property member's/employee's last name will be legibly hand written or stenciled on all containers prior to departure from the origin residence, warehouse, or other pickup point.

- (5) Permanent markings on DPM HHG, Figure G1-5, Container Marking for Household Goods, and UB, Figure G1-7, Markings of Unaccompanied Baggage containers will be legible and conform to Commercial Standard ASTM-D4169-01 and MTMC Pamphlet 55-12. DPM HHG and UB containers will have a completed military shipping label (MSL) affixed on one side and one end panel for all shipments entering the DTS, except for duffel bags and similar packages which will have an MSL affixed to one surface. The MSL, Figure G1-6, Military Shipping Label for Personal Property, requires human-readable information as well as linear and 2-dimensional bar codes. The human readable and linear bar coded portions of the MSL are prepared as described below and the 2-dimensional bar code is prepared IAW Appendix R. If the shipping container does not lend itself to the application of the label, or if the label would cover or interfere with other required markings, the label will be attached to a general purpose tag or a placard. The general purpose tag or placard will be tied, wired, or otherwise fastened to the shipment unit or movement conveyance.
- (6) The following listed human readable data and Code 39 linear bar codes will be placed on each MSL. Some entries are keyed to numbered blocks on the Military Shipping Label, and some are in addition to that form's requirements. The human readable unit of measure will be provided in United States (US) standard terms, e.g., pieces, inches, feet, pounds for measured items and the data values will be rounded up to the nearest whole number with leading zeros suppressed. Also see Military Standard-129, Department of Defense Standard Practice, Military Marking For Shipment and Storage, and ANSI MH10.8.1.
- 1 Transportation Control Number (TCN): Human readable and linear bar code using 1/2 inch high Code 39 format.
 - 2 Transportation Account Code (TAC), PPGBL/BL Number, and Carrier.
 - 3 From: The consignor DODAAC and in-the-clear address.
 - 4 Type Service: In-the-clear text, e.g., TGBL Cd J. The clear-text descriptions may be derived from the personal property TCN field 15 descriptions.
 - 5 Ship to/POE: Three-digit air/water POE code, and enough space for 5 lines of up to 35 characters for the in-the-clear address.
 - 6 Transportation Priority: Bold text 3/4 inches tall.
 - 7 POD: Three-digit air/water POD code or blank.
 - 8 Consignee/Mark For: Member's Name followed by the consignee DODAAC and/or Mark For in-the-clear address, and linear bar code using 1/2 inch high Code 39 format.
 - 9 Weight: Actual gross weight (this piece) with unit of measure. Do not zero fill.
 - 10 RDD: Three-digit code or blank. Blank for classified Unit Move.
 - 11 Cube: Cube (this piece) with unit of measure. Do not zero fill.

- 12 Tare Weight: Weight of container before loading personal property.
- 13 Date Shipped: Four-position code or in-the-clear date. Blank for Unit Move.
- 14 Net Weight: Weight of personal property loaded into a container.
- 15 Piece Number: Piece number of this shipment (of Total Pieces) and a linear bar code using 1/2 inch high Code 39 format. Do not zero fill. Piece Number and Total Pieces may be expressed as "Piece Number of Total Pieces" to save space on the label.
- 16 Total Pieces: Total number of pieces in this shipment unit. Do not zero fill.
- 17 PDF417 2D symbol IAW with Appendix R.

Note. SSAN will not be stenciled on the container unless it is a part of the TCN. Failure to comply will be considered a violation and action will be taken by the PPSO.

- (7) Carriers may optionally stencil shipment markings in addition to the MSL on the outside of containers. Freehand marking is not acceptable. Markings will be proportional to the available space on the container. Old markings not applicable to the current shipment will be permanently obliterated before the container's arrival at the member's/employee's residence. One copy of the member's/employee's orders will be placed in each container used to ship UB. When an order applies to more than one member/employee, the name of the member/employee to whom the baggage belongs will be identified.
- (8) Overflow Containers. Overflow containers (Schedule I, Item 0003) will be limited to use for those items that accumulate over and above that which can be packed into a ASTM-D4169-01 or MTMC Pamphlet 55-12 container. The construction of an overflow container will be IAW ASTM-D6251. The overflow container normally is of lesser size than ASTM-D4169-01 or MTMC Pamphlet 55-12 containers and will be limited to one per shipment.
- (9) Oversize Containers. Oversize containers (Schedule I, Item 0003) will be limited to use for a single item that exceeds the dimensions of and cannot be accommodated in ASTM-D4169-01 or MTMC Pamphlet 55-12 container and therefore requires a specially built container. One or more of this type may be required per shipment. These containers will be constructed IAW ASTM-D6251 and the exterior container dimensions furnished to the ordering officer.
- (10) Other Shipments. Containers constructed for other shipments (Schedule I, Item 0003) will be constructed IAW ASTM-D6251. Other shipments are defined as small shipments that require a lesser size box (container) than specified in Commercial Standard ASTM-D4169-01 or MTMC Pamphlet 55-12.

- g. The contractor will report, store and, when directed by the ordering officer, reposition government-owned HHG containers. When repositioning is ordered, the contractor will load the GOCs on vehicles and deliver them to the site identified by the ordering officer.
 - (1) The outbound contractor, when directed by the ordering officer, will pick up and store empty GOCs from other local carrier or government facilities within the contract area of performance. When the contract is awarded to different contractors, storage of the GOCs is the responsibility of the outbound contractor unless otherwise directed by the ordering officer. The storage of containers contemplated under this contract means, as a minimum, that containers, if not stored within a building, will be stored in a manner to protect from precipitation, ground water or other moisture.
 - (2) GOC Report. The contractor will submit a GOC report (a local form or for Air Force Installations, AF Form 384, Government-Owned Container Control Record). The report will be submitted to the ordering officer 15 days after the contract start date and thereafter on the first workday of each month (CDRL 0005). The contractor will keep an accurate, up to date count of all GOCs.
 - (3) Serviceable/Unserviceable Containers. The contractor will not commingle serviceable or unserviceable containers. After inspection by the ordering officer, these two categories of containers will be segregated. The ordering officer and contractor will mutually agree upon the inspection and disposition schedule. Unserviceable containers will be disposed of at no cost to the government.
 - (4) The new outbound contractor will pick up the serviceable empty GOCs from the previous contractor(s) not later than 30 calendar days after commencement of the contract.
 - h. Vehicles. The contractor will ensure that all vehicles used in the movement of personal property will be of a safe and sound condition so as not to permit damage to personal property.
8. Outbound Documentation and Movement.
- a. PPGBL/BL and similar documents covering outbound HHG shipments will be picked up from the ordering officer by the contractor each workday or obtained IAW locally established procedures such as mail or courier. Distribution of completed PPGBL/BL and TCMDs will be as outlined below.
 - b. On outbound HHG shipments, the contractor will complete by typing information on the original PPGBL/BL and all copies, the following information:
 - (1) Block 26 (Packages). Enter the number and kind of containers, such as 1 F/L or 2 CTNS.
 - (2) Block 27 (Description of Shipment). Enter the aggregate weight and cube of the total number of each different type of container shown in Block 26.
 - (3) Block 28 (Weight). Enter the gross, tare, and net weight.

- c. On outbound UB shipments, the contractor will provide information on actual pieces, weight, and cube to the TO/PPSO within one day after pickup so that the TO/PPSO can prepare the PPGBL/BL. Information will include:
 - (1) Packages to include the number and kind of containers, such as 1 F/L, 2 CTNS.
 - (2) The aggregate weight and cube of the total number of each different type of container.
 - (3) The gross, tare, and net weight.
- d. On all outbound shipments moving by a PPGBL/BL, the contractor will surrender the original and copies 2, 3, and 4 of the PPGBL/BL to the carrier when the shipment is picked up. The contractor will return copies 5, 6, and 7 of the PPGBL/BL to the ordering officer not later than the close of business the next workday after the day the shipment is picked up (CDRL 0008). Computer generated PPGBL/BLs are not numbered. In instances where computer generated PPGBL/BLs are used, enough copies will be made to ensure the right number of copies will be submitted. All copies of the PPGBL/BL returned to the ordering officer will bear a legible pickup date, carrier pro number stickers, and signature of the carrier's representative. The contractor will furnish the ordering officer the completed inventory, packing list, and weight tickets not later than four workdays from date of pickup for HHG and three workdays from date of pickup for UB shipments.
- e. On outbound overseas shipments, the contractor will complete by typing information on the original TCMD, (Figure G1-10) and all copies, the following information:
 - (1) Block 22 (Pieces). Enter the total number of pieces in the shipment.
 - (2) Block 23 (Weight). Enter the gross, tare and net weight.
 - (3) Block 24 (Cube). Enter the total cube of the shipment.
- f. One completed copy of the TCMD will be placed in the waterproof envelope on the number one container, three copies will be given to the carrier, and one annotated copy will be returned to the Contracting Officer's Representative.
- g. If any container being prepared to enter the DTS has an outside measurement greater than 72 inches, the contractor is required to prepare an Outsized Air Cargo Report (CDRL 0011).
- h. Carrier Pickup of Shipments. Within one workday after the property is ready for shipment, the contractor will contact the assigned carrier, as indicated on the PPGBL/BL, to arrange for pickup. When shipments are not picked up by the assigned carrier by close of business of the next workday, after contractor notification, the contractor will notify the ordering officer of the carrier's failure to pickup the shipment not later than 9 A.M. of the next workday.
- i. For outbound shipments requiring drayage to an air or water terminal within the contract area of performance, the contractor will deliver the shipment to the designated terminal within five workdays of the request by the ordering officer for UB or within six workdays of a request by the ordering officer for HHG. For shipments drayed to a terminal, the delivery receipt or transfer document will be returned to the ordering officer not later than the next workday following delivery.

- j. The contractor is required to submit a weekly report showing outbound shipments on-hand which were picked up prior to the previous Wednesday (CDRL 0009).
 - k. When the contractor's facility is located in a town, city, or metropolitan area other than the location of the PPSO, telephone notification of completed containerization or arrival of shipments will be considered as meeting the requirements for written notification. However, the contractor will mail the written notification to the ordering officer within one workday following the day of telephone notification.
 - l. On outbound overseas shipments entering the DTS, the contractor will prepare and affix a 2 dimensional and linear bar coded MSL as described in Paragraph A.7.f.(6) and Appendix R.
9. Storage.
- a. Identification. All outbound shipments will be properly identified by the member's/employee's name, PPGBL/BL number, and call or lot number. Such identification will be in plain view on each lot.
 - b. Vehicles will not be used for the storage of shipments. Pickup and drayage includes placing the goods within the facility on the pickup date specified in the order; however, at the latest, the shipment will be placed in the facility no later than the day following pickup. When the contractor chooses to allow the personal property to remain on the truck until the next working day, contractor will be held liable for any loss or damage occurring during this time without regard to cause.
 - c. All personal property will be stored to maintain a minimum of two inches of clearance from the floor to the undermost portion of the personal property. This elevation requirement will apply after three workdays handling-in period. Items waiting for the completion of handling-in services will be protected at all times. In addition, the property will not be stored in contact with exterior walls. Height of HHG stacked loose will not exceed 10 feet. Extension ladders, TV antennas, swing sets, and similar items are excluded from this height requirement.
 - d. Shipping Containers. The contents of containerized shipments will not be removed from containers when placed in storage. Shipment will not be decontainerized prior to delivery to residence unless ordered by the ordering officer.
 - e. Storage Charges. Storage charges for outbound HHG and UB shipments will not commence earlier than the sixth workday following date of ordering officer's receipt of contractor's notification of completion of containerization service. Storage charges will apply for each 30-day period or computed as a fraction thereof. Date of release from storage will not be considered in computation of storage charges.
 - f. Storage charges for inbound HHG and UB shipments will not commence earlier than the sixth workday following date of contractor's notification to the ordering officer of arrival of shipment. Storage charges will apply for each 30-day period or computed as a fraction thereof. Date of release from storage will not be considered in computation of storage charges.

- g. When the contractor cannot release a shipment from storage or deliver a shipment on the date requested by the ordering officer, the storage charges will cease on the requested date instead of the actual date of release.
 - h. The contractor is required to submit an on-hand report for all inbound shipments at the contractor's facility (CDRL 0010). This report will list all inbound shipments in storage and/or waiting to be delivered. Negative reports are required. The Transportation Officer will identify when reports are to be submitted.
 - i. The ordering officer will follow Service guidelines when authorizing additional storage. The ordering officer will notify the contractor of the expiration date of storage at government expense.
10. Facilities. Contractor's facilities will meet the guidelines outlined in Appendix D.
- a. Inspection of Contractor's Facility. The contractor's facility will be initially inspected and approved by a representative from the contracting office or PPSO for compliance with this contract and the standards and regulations stated or referenced therein. Thereafter, inspections will be on a quarterly basis or, if deemed necessary, on a more frequent basis. Inspections will be conducted using Appendix E. If a facility is found to be unsatisfactory, it may be declared ineligible to receive further orders under the contract.
 - b. Upon receipt of contract award, the contractor will furnish to the contracting officer evidence of the kinds and minimum amounts of insurance covering work to be performed. The contractor will maintain at least the minimum insurance coverage required as specified in the Federal Acquisition Regulation Part 28.307.2 Liability, throughout the contract period for the following policies: (1) Workmen's Compensation Insurance \$____; (2) Comprehensive General Liability Insurance \$____, and Automobile Liability Insurance \$____. Each policy will contain an endorsement that cancellation or material change in the policy will not be effective until after a 30-day written notice is furnished to the contracting officer.
11. Cargo Insurance. The contractor will provide a certification of cargo insurance reflecting coverage on a continuous basis in at least the amounts shown below to cover legal liability. The certificate will contain the statement that the insurance company will provide the Commander, HQ MTMC, Attn: MTPP-PP, a 30-day written notice of any change, expiration, or cancellation of said policy. The underwriter of cargo insurance will have a policyholder's rating of "A" or better in current issue of Best's Insurance Guide. The certificate will be prepared with original signatures and provided to the Commander, HQ MTMC, Attn: MTPP-PP, using MT-HQ Form 49-R (See Figure B-1). The following is the minimum cargo liability coverage required:

<u>Amount Per Shipment</u>		<u>Amount Per Aggregate Losses/ Damages at Any One Place and Time</u>
Domestic	\$22,500	\$150,000
International	\$22,500	\$150,000

12. Delivery, Unpacking, Unloading, and Loss and Damage Reports.
- a. The contractor will furnish the ordering officer the written receiving notice not later than the next workday following the arrival of the inbound shipment. The receiving notice will contain the following information for each individual shipment: Name and rank/grade of the

property member/employee, PPGBL/BL number, number of pieces, size and type of containers, weight, and name of carrier. When markings on the containers or documents indicate the shipment is of a deceased member/employee (BLUEBARK), this information will also be provided. The above information will be obtained from the available documents or containers.

- b. Unloading and unpacking, upon delivery to the residence, will include the one-time laying of rugs, assembling of disassembled furniture, unservicing of appliances, and the one-time placement of furniture and like items in the room of the dwelling or a room designated by the property member/employee. The contractor will not be required to move items after once placed as designated. Third party services as set forth in Paragraph A.4.b(1) will be performed when authorized. Unless specifically waived by the member/employee, in writing, unpacking services will be performed. The contractor will have the member/employee certify and sign on the inventory or delivery document that unpacking was or was not performed.

- (1) Unpacking Service. Unpacking service will consist of unpacking, on a one-time basis, all barrels, boxes, cartons, and crates. The contents will be placed in a room designated by the member/employee. This includes placement of articles in cabinets, cupboards, or on shelving in the kitchen when convenient and consistent with safety of the article(s) and proximity of the area desired by the member/employee, but does not include arranging the article(s) in a manner desired by the member/employee. Unpacking and removing from the member's/employee's premises all empty containers, packing material, and other debris will be performed at the time the goods are delivered to the residence and to the member's satisfaction.

- c. Recording Damage or Loss. When unloading or unpacking articles at the destination residence, the contractor will, in coordination with the member/employee, check the inventory prepared at origin and inspect each article for loss or damage. The contractor will record damage and loss on a DD Form 1840, Joint Statement of Loss or Damage at Delivery, (Figure G1-8). The DD Form 1840 will indicate any difference in count and condition from that shown on the inventory prepared at origin and will be jointly signed by the contractor and the member/employee. For split shipments or partial deliveries, a DD Form 1840 will be completed whenever property is delivered to member/employee.

- (1) The DD Form 1840 will be prepared in five copies by the contractor. The contractor will obtain a receipt by member/employee signature in the space provided on the form and provide the member/employee three copies of the DD Form 1840/1840R, Notice of Loss or Damage, (Figure G1-9). The contractor will furnish the origin PPSO a completed copy of the form within seven workdays after delivery (CDRL 0006). One copy of the form will be held in the contractor's files for further reference.

- 13. Claims. The contractor will pay, deny, or make a final written offer on any claim for loss or damage within 120 days of receipt of the claim from the member/employee, the member's/employee's insurance company, or the government. Beginning with receipt of a claim directly from a member/employee, the contractor will inform the originator of the claim, in writing, at the expiration of each succeeding 30-day period until resolution of the claim, of the status of the claim, and the reasons for delay in making final disposition. For claims received directly from a member/employee, the contractor will furnish the quality assurance or quality control office/division of the PPSO serviced under this contract an information copy of all claims correspondence or related documents within 10 days of the receipt or dispatch by the contractor. The contractor will also furnish the contracting officer a monthly list of all claims that have not

been resolved within the preceding 120-day period (CDRL 0007). The list of claims will identify the claimant, the claimant's address, the delivery order number, the date the claim was received, the amount of the claim, and the reason why the claim has not been resolved. The proper and timely resolution of claims is of the essence to this contract. The ordering officer will retain the correspondence in the contractor's quality assurance file for evaluation and reference purposes until one year after contract expires. The government reserves the right to consider any and all claims, paid or unpaid, by the contractor, under the Disputes Clause of the contract.

Table G-2. Service Delivery Summary

Performance Objectives	Performance Work Statement Paragraph	Performance Standard
Proper Packing/Loading/Containerization of Personal Property for Onward Movement	Part 1, Paragraph A.4, Paragraph A.7	No more than three percent of total number of shipments are incorrectly packed/loaded/containerized per month.
On-time Pickup/Delivery of Personal Property	Part 1, Paragraph A.3	No more than five percent per month of the total number of shipments are validated customer complaints for untimely pickup/delivery.
Timely pickup/return, proper preparation of documentation	Part 1, Paragraph A.2.i, A.8.a, A.8.c, A.8.i	98 percent on-time return of completed, accurate, legible documentation to PPSO per month. 96% on-time pickup of documentation from PPSO per month.
Accurate invoicing of charges	Part 3, Paragraph 4	98 percent error-free invoice submission rate per month.
Maintain adequate facilities and serviceable equipment	Part 1, Paragraph A.10, Paragraph A.7.h	Less than three violations per quarter based on inadequate facilities or unserviceable equipment as outlined in Appendix E.
Protection and Accountability of Government-Owned Containers (GOCs).	Part 1, Paragraph A.7.a, A.7.a.(1), A.7.e, A.7.g.(1), A.7.g.(2)	No more than two percent of total number of GOCs improperly protected during this quarter. Less than two failures per month to re-coop GOCs within specified time frame

PART II - GOVERNMENT-FURNISHED PROPERTY AND SERVICES

1. The government will furnish the items listed below:
 - a. Government-Owned Containers
 - b. Government-Owned Container Control Record Form.
 - c. DD Form 1299, Application for Shipment and/or Storage of Personal Property, with special order and customs forms.
 - d. DD Form 1796, Receipt of Unaccompanied Baggage.
 - e. DD Form 1384, Transportation Control and Movement Document (TCMD).
2. Title to all HHG Type II wooden containers, crates or metal shipping boxes furnished by the government will remain the property of the government.
3. Return of Excess Government-Furnished Property. Upon expiration of the contract, the contractor will return unused government-furnished forms and supplies to the ordering officer. Returned forms and supplies are to be in good reusable condition.

PART III - GENERAL REQUIREMENTS

1. **Application.** This Performance Work Statement (PWS) contains basic instructions for the packaging, packing, tagging, inventorying, containerization, marking, loading, storing, unpacking, and inspecting of HHG and UB. This PWS applies to domestic and international DPM shipments. It does not apply to domestic or international Through Government Bill of Lading shipments.
2. **Personnel.** The contractor will furnish adequate supervision, labor, materials, supplies, and equipment necessary to perform all the services contemplated under this contract. The contractor's office will be staffed at all times during normal working hours with personnel authorized to book shipments and arrange for services under the contract. All contractors will have available an English reading, speaking, and writing employee at all times during packing and unpacking services.
3. **Materials.** The contractor will provide boxes, cartons, tape, labels, packing lists, filler material, paper pads, wrapping, and any other type material required to ensure proper packing for damage-free movement. All materials will be new or in sound condition. All previous markings pertaining to any previous shipment will be completely obliterated and all material will be free of any substance injurious to the articles being packed and to the member/employee. New material will be used for packing mattresses, box springs, linens, bedding, and clothing.
4. **Documentation and Reports.** Contractor will ensure that all documentation performed by the contractor will be accurate and legible. All invoices submitted for billing to the ordering officer will be complete and display a detailed and accurate account of services performed.
5. **Quality Control and Assurance.**
 - a. **Quality Control.** The contractor will establish a complete quality control program to assure the requirements of the contract are provided as specified. One copy of the contractor's quality control plan will be provided to the contracting officer as part of the proposal submission (CDRL 0001).
 - b. **Quality Assurance.** The contractor will provide monthly metrics measuring the Service Delivery Summary Performance Threshold (CDRL 0012). These statistics will be used in the monthly evaluation of the contractor and also as a part of the annual performance report.
6. **CONUS to OCONUS UB shipments using Air Mobility Command (AMC) aerial ports.** The carrier will provide the actual weight and cube of each shipment after pickup to the ordering officer prior to the PPGBL/BL being produced. Information must be provided within two days after pickup.

PART IV - ATTACHMENTS

Attachment 1: Figures

Attachment 2: Publication and Commercial Standards

Attachment 3: Contractor Documents Requirement Listings and Data Item Description

Attachment 4: Definitions

Attachment 5: Acronyms